MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2017/2018

BBB 1014 – UNDERSTANDING MANAGEMENT

(All sections / Groups)

14 MARCH 2018
9.00a.m.-11.00a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 1 page with 5 Questions only.

2. Attempt any **FOUR** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

Attempt FOUR (4) questions.

QUESTION 1

A. Explain **FOUR (4)** functions of a manager?

(10 Marks)

B. Explain with examples, **THREE (3)** skills a manager needs to have in an organisation.

(15 Marks)

(Total = 25 Marks)

QUESTION 2

A. Define oral communication. Explain **TWO (2)** advantages and **TWO (2)** disadvantages of oral communication.

(10 Marks)

B. Explain **FIVE (5)** barriers to effective communication in organisations.

(15 Marks)

(Total = 25 Marks)

QUESTION 3

A. Controlling is the fourth function in the management process. Discuss the **FOUR (4)** basic steps in any control process.

(10 Marks)

B. A budget is a financial plan showing how organisations will acquire resources and use them in operations during a specified time period, usually one year. It contains detailed descriptions of what managers expect to do in a short run. Discuss the **FIVE (5)** main types of budgets.

(15 Marks)

(Total = 25 Marks)

QUESTION 4

A. Organisations are unable to avoid any potential conflicts. Briefly explain **THREE (3)** common conflicts that may trigger in an organisation.

(15 Marks)

B. Explain **TWO (2)** commonly used pay systems with examples.

(10 Marks)

(Total = 25 Marks)

QUESTION 5

A. Explain the **FIVE (5)** sources of power for a leader.

(15 marks)

B. Explain the **FOUR (4)** distinct leadership styles identified by Robert House in the Path-Goal Theory.

(10 marks)

(Total = 25 Marks)

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